

DEPARTMENT OF THE TREASURY

Submission for OMB Review; Comment Request

January 6, 2015

The Department of the Treasury will submit the following information collection request to the Office of Management and Budget (OMB) for review and clearance in accordance with the Paperwork Reduction Act of 1995, Public Law 104-13, on or after the date of publication of this notice.

DATES: Comments should be received on or before [INSERT DATE 30 DAYS AFTER **DATE OF PUBLICATION IN THE FEDERAL REGISTER**] to be assured of consideration.

ADDRESSES: Send comments regarding the burden estimate, or any other aspect of the information collection, including suggestions for reducing the burden, to (1) Office of Information and Regulatory Affairs, Office of Management and Budget, Attention: Desk Officer for Treasury, New Executive Office Building, Room 10235, Washington, DC 20503, or e-mail at OIRA Submission@OMB.EOP.gov and (2) Treasury PRA Clearance Officer, 1750 Pennsylvania Ave. NW., Suite 8140, Washington, DC 20220, or email at PRA@treasury.gov.

FOR FURTHER INFORMATION CONTACT: Copies of the submission may be obtained by e-mailing <u>PRA@treasury.gov</u>, calling (202) 927-5331, or viewing the entire information collection request at www.reginfo.gov.

Community Development Financial Institutions (CDFI) Fund

OMB Number: 1559-0041.

Type of Review: Reinstatement without change of a previously approved collection.

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service

Delivery.

Abstract: This collection of information is necessary to enable the Agency to garner customer

and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to

improving service delivery. The information collected from our customers and stakeholders will

help ensure that users have an effective, efficient, and satisfying experience with the Agency's

programs. This feedback will provide insights into customer or stakeholder perceptions,

experiences and expectations, provide an early warning of issues with service, or focus attention

on areas where communication, training or changes in operations might improve delivery of

products or services. These collections will allow for ongoing, collaborative and actionable

communications between the Agency and its customers and stakeholders. It will also allow

feedback to contribute directly to the improvement of program management.

<u>Affected Public</u>: Businesses or other for-profits, Not-for-profit institutions.

Estimated Annual Burden Hours: 10,000.

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BILLING CODE: 4810-70P

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